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ARIZONA CORPORATION COMMISSION

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January 8, 2007

Ernest Johnson, Utilities Division Director, Arizona Corporation Commission
1200 West Washington
Phoenix, AZ 85007

Chris Rossie, Communications Workers of America President, Local 7019
11070 North 24th Avenue
Phoenix, AZ 85029

Dean Smith, Communications Workers of America President Local 7026
606 West Plumer Avenue
Tucson, AZ 85719

Pat Quinn, Arizona Operation President, Qwest Communications
20 East Thomas, 1st Floor
Phoenix, AZ 85012

Re: Quality of Service Task Force

Dear Sirs:

One of the benefits of being a Commissioner for over seven years is that I was present for the discussion at the Open Meeting where the merger of Qwest and US West was approved.¹ At the time of the merger US West was experiencing serious quality of service problems and communications between company management and the Communications Workers of America (CWA) were inadequate. To address these problems a Quality of Service Task Force was established as a condition of approval. This Task Force consisted of representatives from the CWA, the company, and Commission Staff.

The Task Force issued its final report in March of 2001. In that report it found that communication between the CWA and Qwest had improved dramatically as a result of an "open door" policy. This improved communication led the CWA to a better understanding of the company's commitments to improving service quality. The report also determined that Qwest had made significant improvements in customer service, as demonstrated by the significant decrease in Commission complaints, held orders, and the increased investment in infrastructure by the company. Finally, the Task Force concluded, after considerable review, that Qwest is committed to improving service quality and that an infrastructure audit was unnecessary.

While the Task Force recommended in its report that it continue to focus on the issues of communications and staffing/training, it only contemplated continuing to meet through January 15, 2002. I would like to hear from Staff, Qwest, and the CWA on whether or not customer service and communication between the CWA and the company could be further improved by reconvening the Quality of Service Task Force. I would also be interested to learn if the Customer Focus Leadership Team is still meeting and if the CWA is participating.

¹ Arizona Corporation Commission Decision No. 62672 (June 2000).

Messrs Johnson, Rossie, Smith and Quinn
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Thank you for your attention to this matter.

Sincerely,

A handwritten signature in cursive script, reading "William A. Mundell".

William A. Mundell, Commissioner
Arizona Corporation Commission

cc: Chairman Hatch-Miller
Commissioner Gleason
Commissioner Mayes
Commissioner Pierce
Brian McNeil
Lyn Farmer
Chris Kempley
Heather Murphy